

Episode **Lenox**

USER'S MANUAL



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Serial Number _____



WARRANTY REGISTER FORM

Please fill out all the blank lines below and send us by mail, Fax or email (peter@jausainc.com / digital form is available in our website) to us. The warranty register form MUST be send to us **within 15days of purchase date along with a original copy of the receipt**. Your warranty will be initiated automatically once received register form. When proper form/s are in place, your warranty service will be perform in most efficiently without delay.

Please use our **After Service Inquiry Form** for requesting after service by Fax or email (peter@jausainc.com) to us. Our service technician team will be returning call as received.

1. ____ Mr. ____ Mrs. ____ Ms.

Business Name _____

First Name _____ Initial ____ Last Name _____

Street _____ Ste. No. _____

City _____ State _____ Zip Code _____

Email _____

2. Distributor Name _____

Street _____ Ste. No. _____

City _____ State _____ Zip Code _____

3. Your Phone Number _____ - _____ - _____

4. Date of Purchase ____/____/____
Month Day Year

5. Model (*check one*) PS-300____ PS-750____ Episode UV____ Episode GS____ Petra-900/PL____ Petra-ROMA____
Cleo PL____ Cleo LX____ Cleo RMX____ Cleo SLX____ Cleo Dayspa____
Lenox____

The Serial number is located at
below the base access panel in the rear



After Service Inquiry Form

Please use inquiry form as all service request
(Fill out all blanks and Fax or email us, our A/S Dept. will call you promptly)



Distributor Name: _____

Date _____

Phone Number: _____

Contact Person: _____

Salon Name: _____

Address: _____

Phone Number: _____ Alternate Phone Number: _____

Contact Person: _____ Best time to reach: _____

Serial Number: _____

Brief Description of Problem: _____

J&A Service Official Use Only

Technician Name: _____

Date: _____

Service Status: _____

Introduction

Thank you for purchasing the **Lenox** Whirlpool Pedicure Spa. This finest Whirlpool Pedicure Spa has been developed by J&A USA, inc. To operate dependably for many years when used properly. Please take time to read this manual thoroughly before installation and use.

PLEASE READ AND FOLLOW INSTRUCTIONS CAREFULLY!

Important Precautions

J&A USA requires that you contact your local, qualified electrician and plumber to install your **Lenox** Whirlpool Pedicure Spa. It cannot operate efficiently or safely unless it is provided with adequate electrical power, sufficient water pressure, proper water temperature and required drain facilities. Information on these important subject contained on this manual. We urge you to read it carefully to make sure these requirements are met.

Precautions

1. Excessive water temperature is dangerous and should be checked before use. Maximum water temperature should Not exceed 105 degree F (41 degree C.).
2. Always enter and exit the whirlpool Pedicure Spa slowly and carefully.
3. Never bring and/or operate any electrical devices into or near the Whirlpool Pedicure Spa.
4. Do not stand in the Whirlpool tub!
5. This Whirlpool Pedicure Spa has a weight capacity of 250 lbs.

WARNING

Do not use if you are diabetic, have poor blood circulation, or if any area of your feet or legs are inflamed or have open wounds. Consult a physician before using if you have any kind of fungal infection, swelling, fracture, or persistent pain.

MESSAGE SHOULD BE PLEASANT AND COMFORTABLE.

IF YOU EXPERIENCE PAIN OR DISCOMFORT, DISCONTINUE USE IMMEDIATELY AND CONSULT A PHYSICIAN

This product in whole is in compliance with applicable
UL LISTED standards and requirements for the U.S and Canada
By Underwriters Laboratories Inc.



Some of the components of this product are
Also in compliance with applicable
Safety standards of following:



Important Considerations

Electrical Service

110V, 60Hz, 15Amp GFCI protected grounded circuit **MUST** be used to supply power each individual pedicure spa. And the main circuit breaker **MUST** be at 25Amp. For maximum of two units per each electrical outlet.

Water Supply

All plumbing connections must conform to local codes.

Water supply to the spa should be provided with adequate water pressure and water temperature.

Water pressure

To fill the basin correctly up to level, Normal water pressure of 30 to 80 P.S.I is required.

Water temperature

The hot water supply temperature must not exceed 120°. Adjust your hot water accordingly. For hot and cold water supply fittings and drain fittings location, see below diagram .Carefully connect the water supply line to the appropriate fittings located on the rear of the pedicure spa.

Pressure / Temperature

Maximum Pressure: 150 psi (10 bars)

Minimum Pressure: 10 psi (69kPa)

Working Temperature: 33F to 120 F constant; intermittent to 180f
(0.6C to 49C sustained; intermittent to 82.2C)

Maximum Recommended Flow: 15gpm (571pm)

Backflow Preventive Device

All pedicure spas are pre-installed with Dual Back flow Preventive Device Dual Check Valve.

Dual Check Valve Specification

Tested and certified to meet ANSI/ASSE standard 1024. CSA certified to standard No.B64.6

ANSI - American National Institute, ASME - American Society of Mechanical Engineers, CSA - Canadian Standard Association IAPMO - International Association of Plumbing and Mechanical Officials, UL - Underwriters Laboratory

** Vaccum Breaker

Due to the town and / or the State requirement/s are varies in building code, if the town or the State requires other than the factory pre-installed Dual Back Flow Preventive Device Dual Check Valve, the plumber must install Vaccum Breaker according to the town or the State required.

Drain Facilities

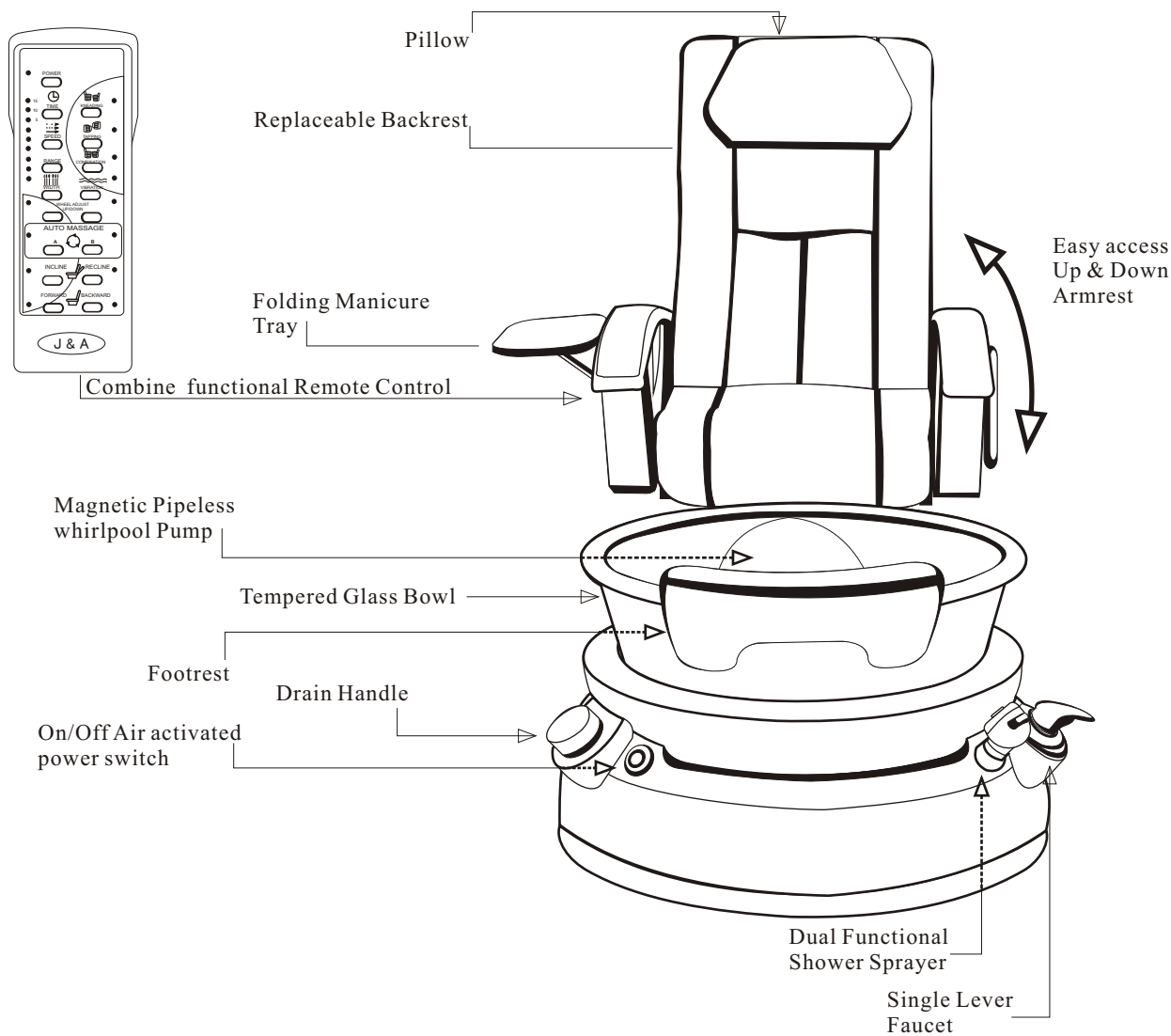
The pedicure spa Drain must meet local plumbing codes. **Check valve for Drain (not Provided) Must be installed by a licensed plumber.** Also Pedicure spa must be securely fasten to the floor.

Installation Summary

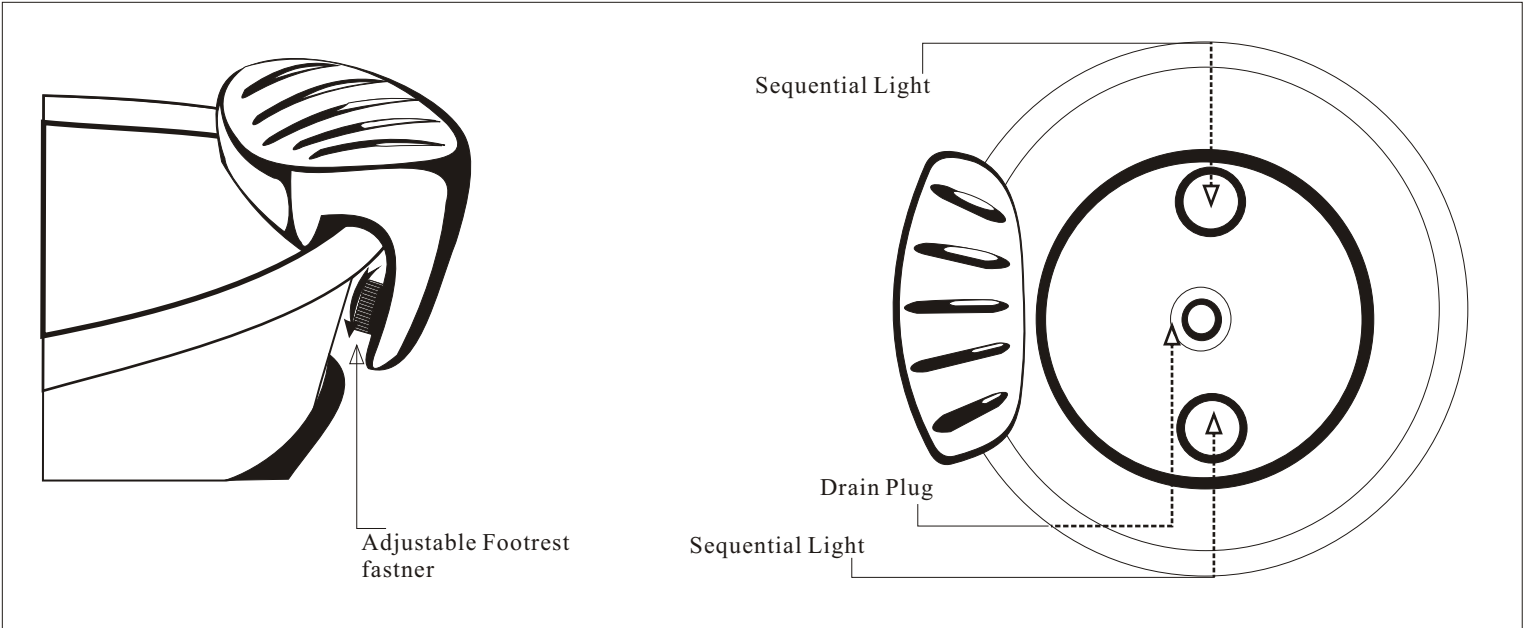
The installation must comply with local, state, and federal building, plumbing and electrical codes, where applicable. A licensed plumber should complete the plumbing of the pedicure spa.

Note: Failure to comply with federal, state, or local codes and ordinances will result in warranty being nullified and void.

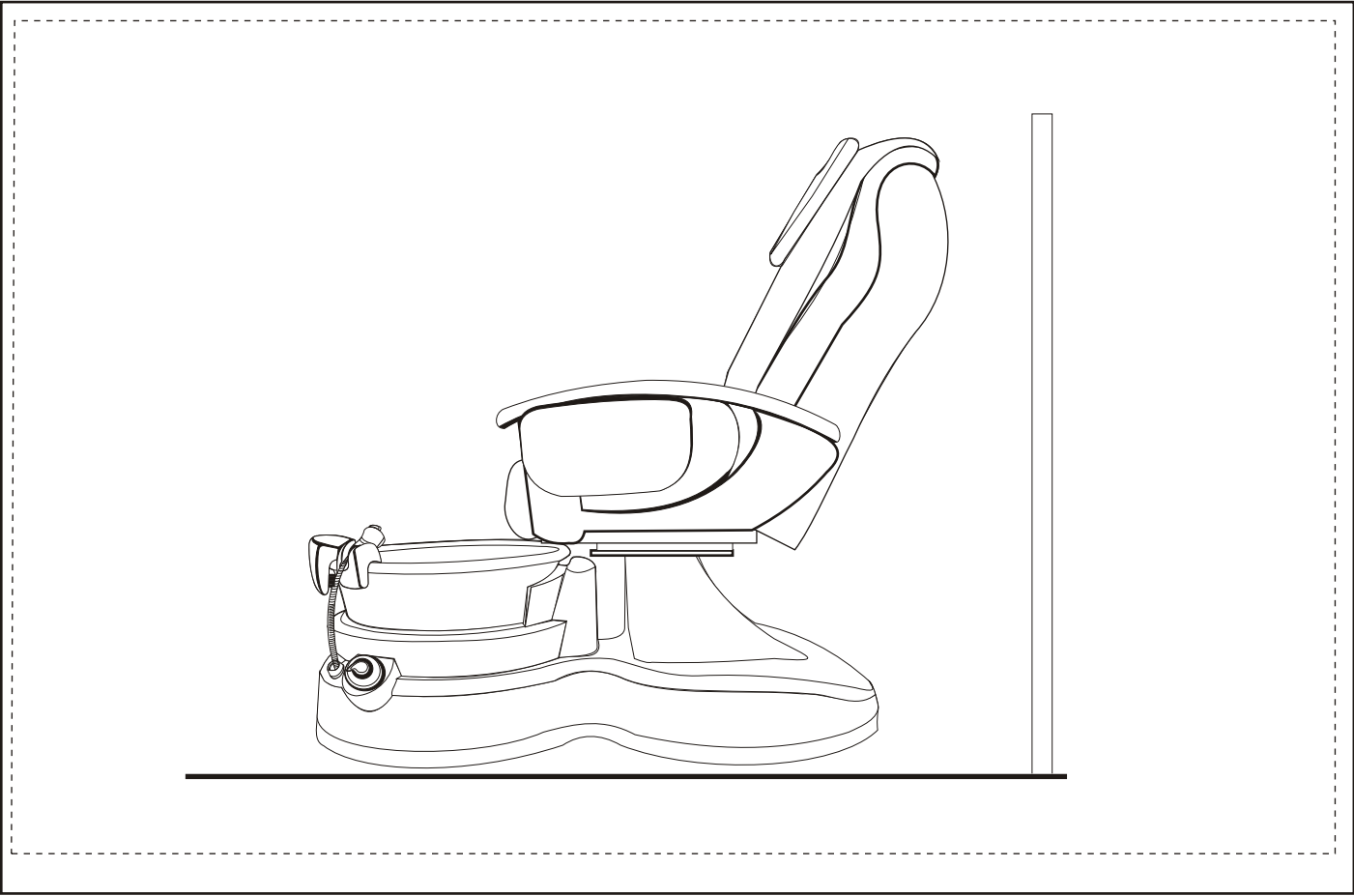
IDENTIFICATION



BASIN



Specification

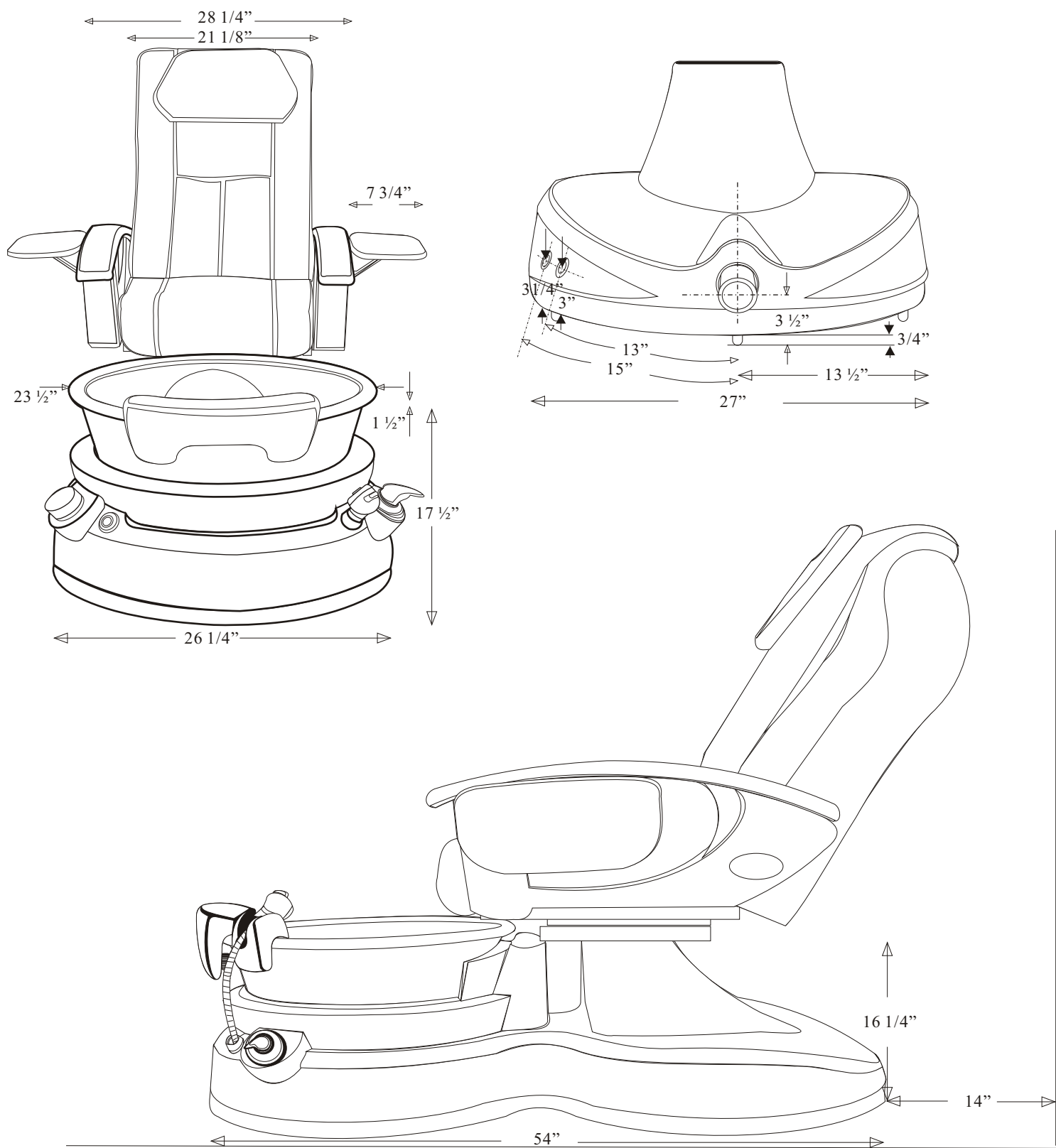


CAUTION: Pedicure spa must be installed by a licensed electrician and a licensed plumber, conforming to all local and national electrical codes.

Dimension & Weight (Shipping)	Lenox Pedicure Spa Stool	67L x 37W x 40H 20.25L x 27.25W x 17H	285lbs 20lbs
Capacity of Tub Switch	Lenox	On/Off Air Activated Switch	
Power Source	Dedicated 15 Amp. GFCI protected Ground outlet Magna-Jet Pipelss Massage System	115 Vac. 60Hz. 3.2 Amp. 120 Vac. 60Hz.	
Plumbing	Hot Water Cold Water Drain	0.5 inches (Fitting Provided) 0.5 inches (Fitting Provided) 1.5 inches (See detailed instruction)	
Warranty	Epi - Lenox Pedicure Spa	One year Parts and labor	

All J&A products are equipped with Back Flow Prevention Device Dual Check Valve
WATTS 3/8 7,7C and 3/4 H7, H7C (tested and certified to meed ANSI/ASSE standard 1024.)

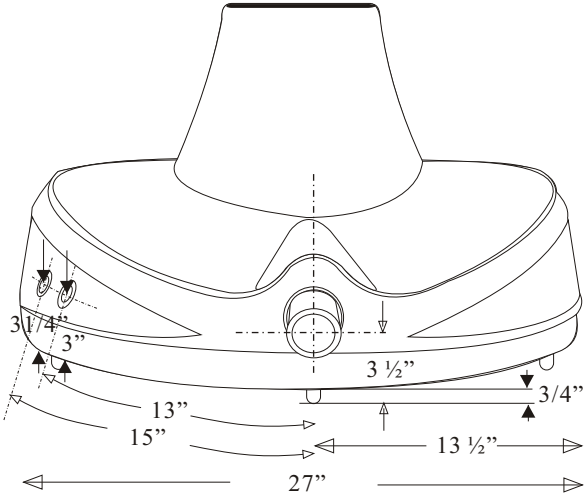
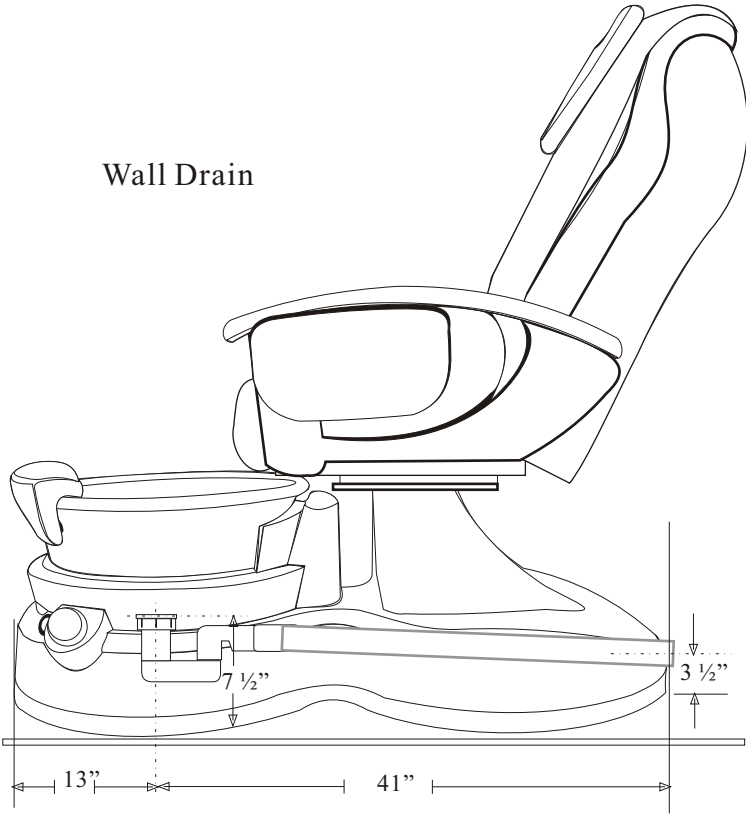
Dimension



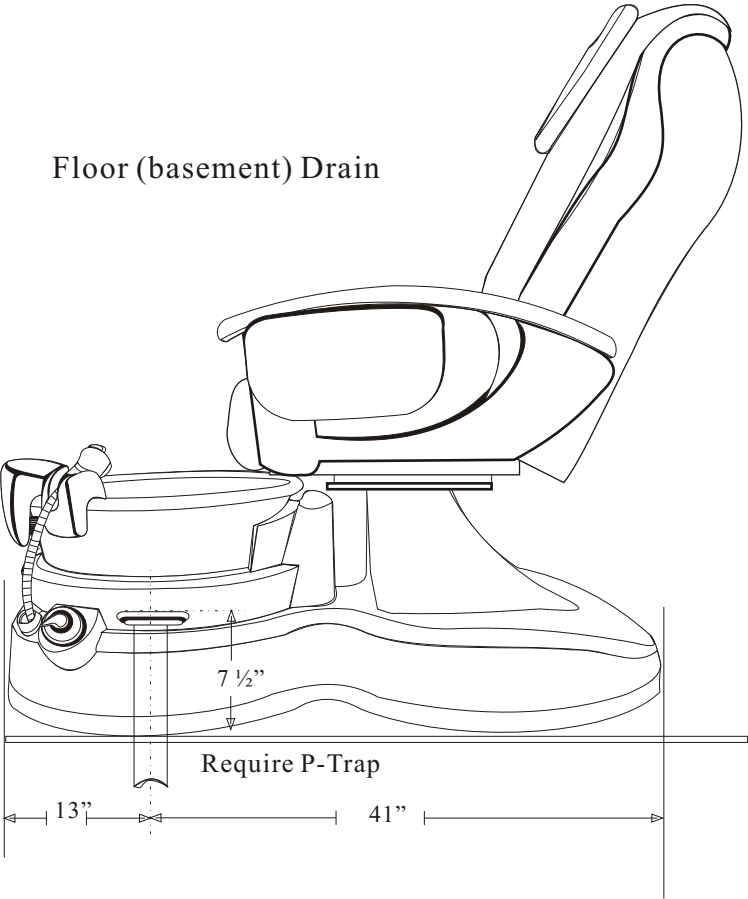
Manufactured by :	Model :
J&A USA Inc.,	LENOX
Dimensions:	Prepared by :
Rear/Side	J&A USA Inc.

Drain Connection

Wall Drain



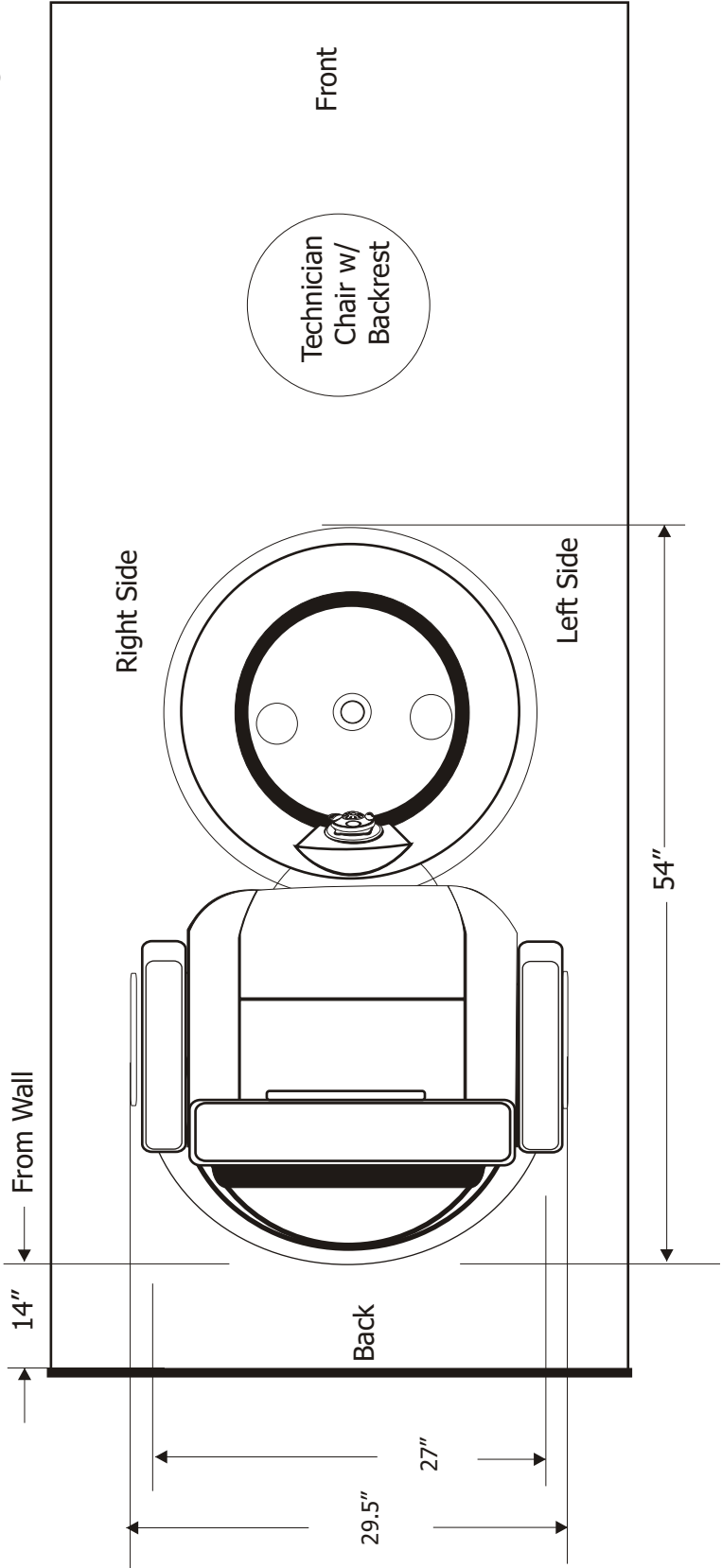
Floor (basement) Drain



Electrical Requirements:

One dedicated GFCI protected wall outlet (15 amp.)MUST be used per unit

Each unit will be supplied with two standard three ground electrical cord



Note:

For Gravity Drain Installations
Refer tp Plumbing Rough-In
Drawing and installation instruction

Note:

1-All Dimensions are in inches.

2-All Dimensions are reference

to installation purpose only

	Aug. 2010
MFG	J&A USA INC.
Model	LEN0X
Website	www.jausainc.com

Electrical Requirements:

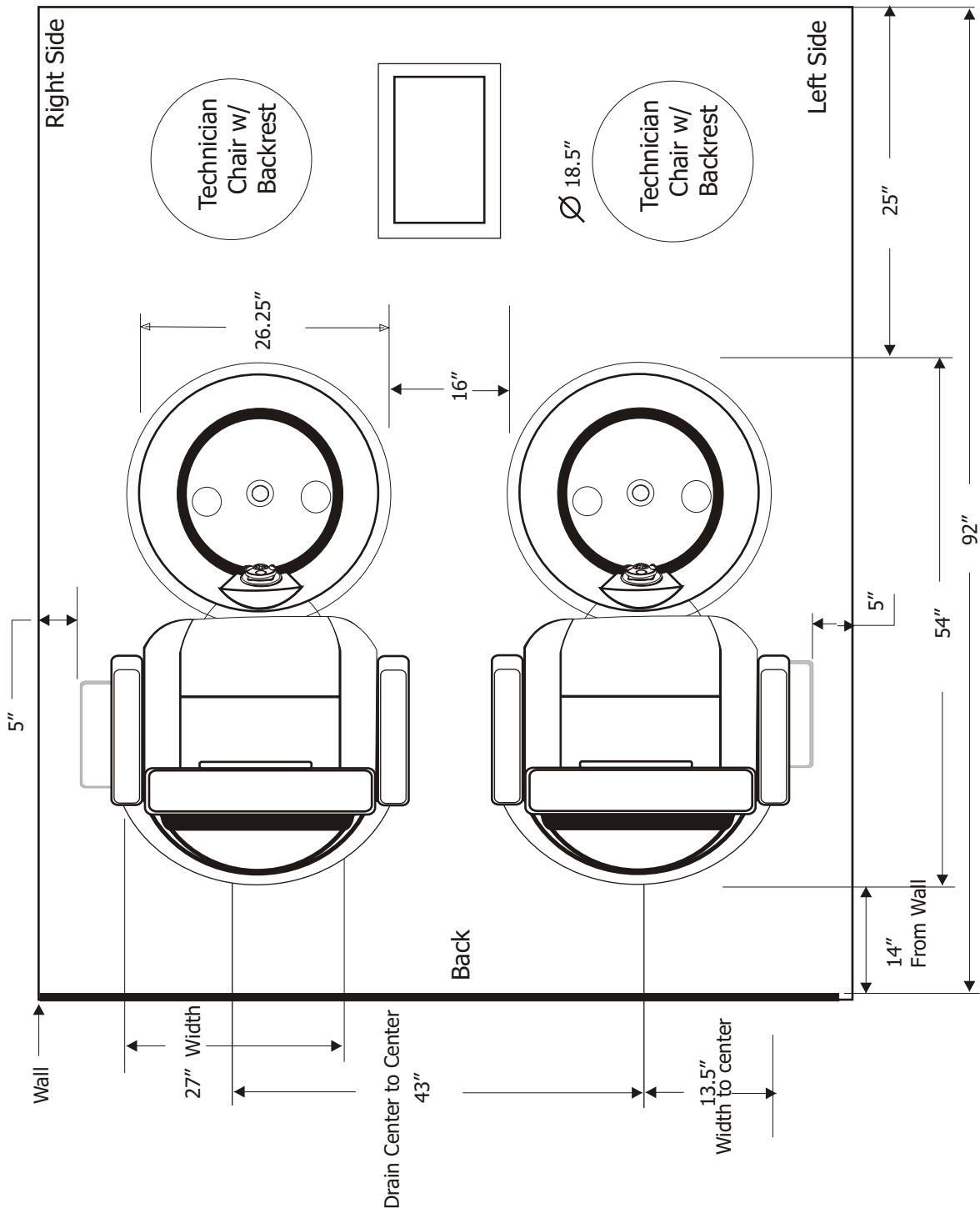
One dedicated GFCI protected wall outlet (15 amp)**MUST** be used per unit

Each unit will be supplied with three standard three ground electrical cord

Note:

If utilizing a cart, an additional space between each pedicure spa.

Front



Note:

For Gravity Drain Installations
Refer to Plumbing Rough-In
Drawing and installation instruction

Note:

1-All Dimensions are in inches.
2-All Dimensions are reference
to installation purpose only

Aug. 2010

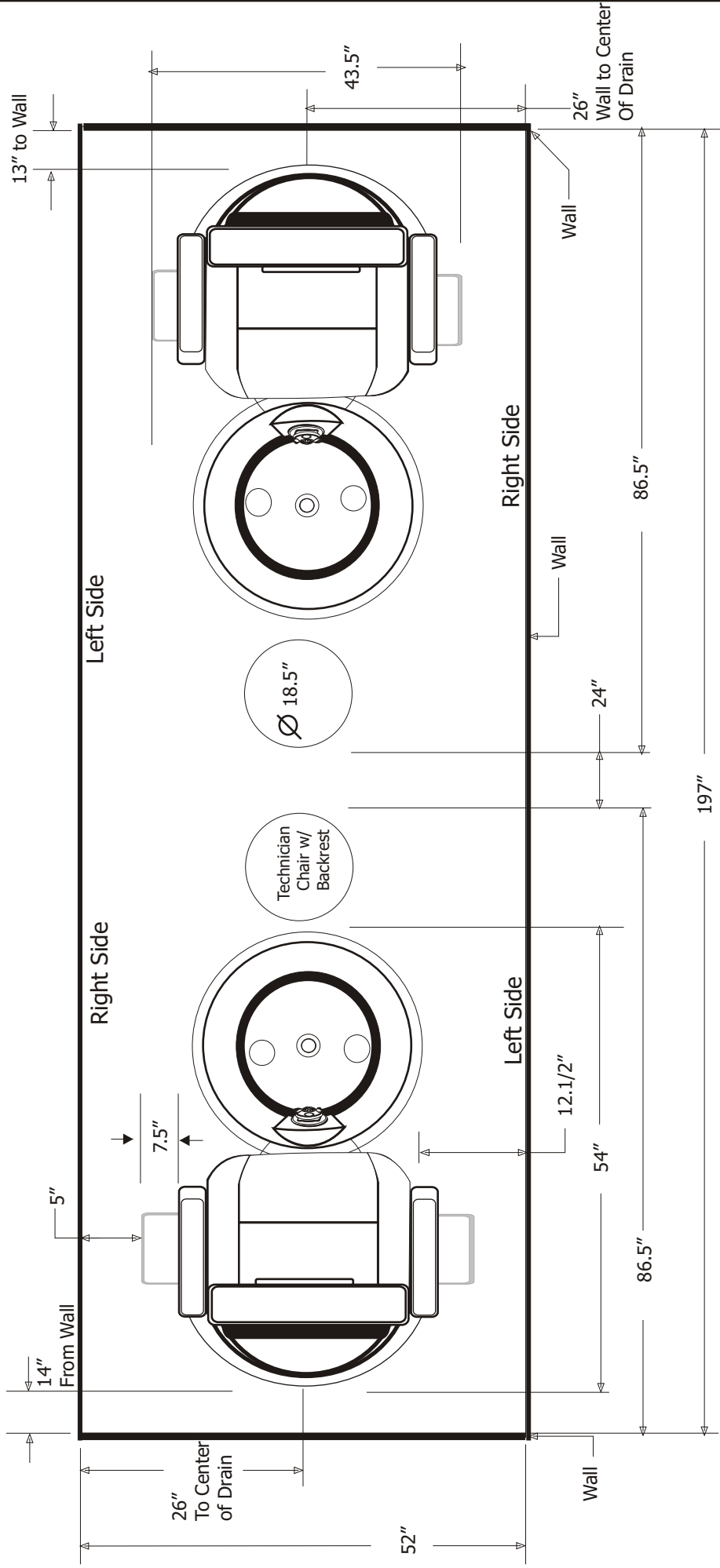
MFG J&A USA INC.

Model LENOX

Website www.jausainc.com

Electrical Requirements:
One dedicated GFCI protected wall outlet (15 amp) MUST be used per unit

Each unit will be supplied with standard three ground electrical cord



Note:
For Gravity Drain Installations
Refer to Plumbing Rough-In
Drawing and installation instruction

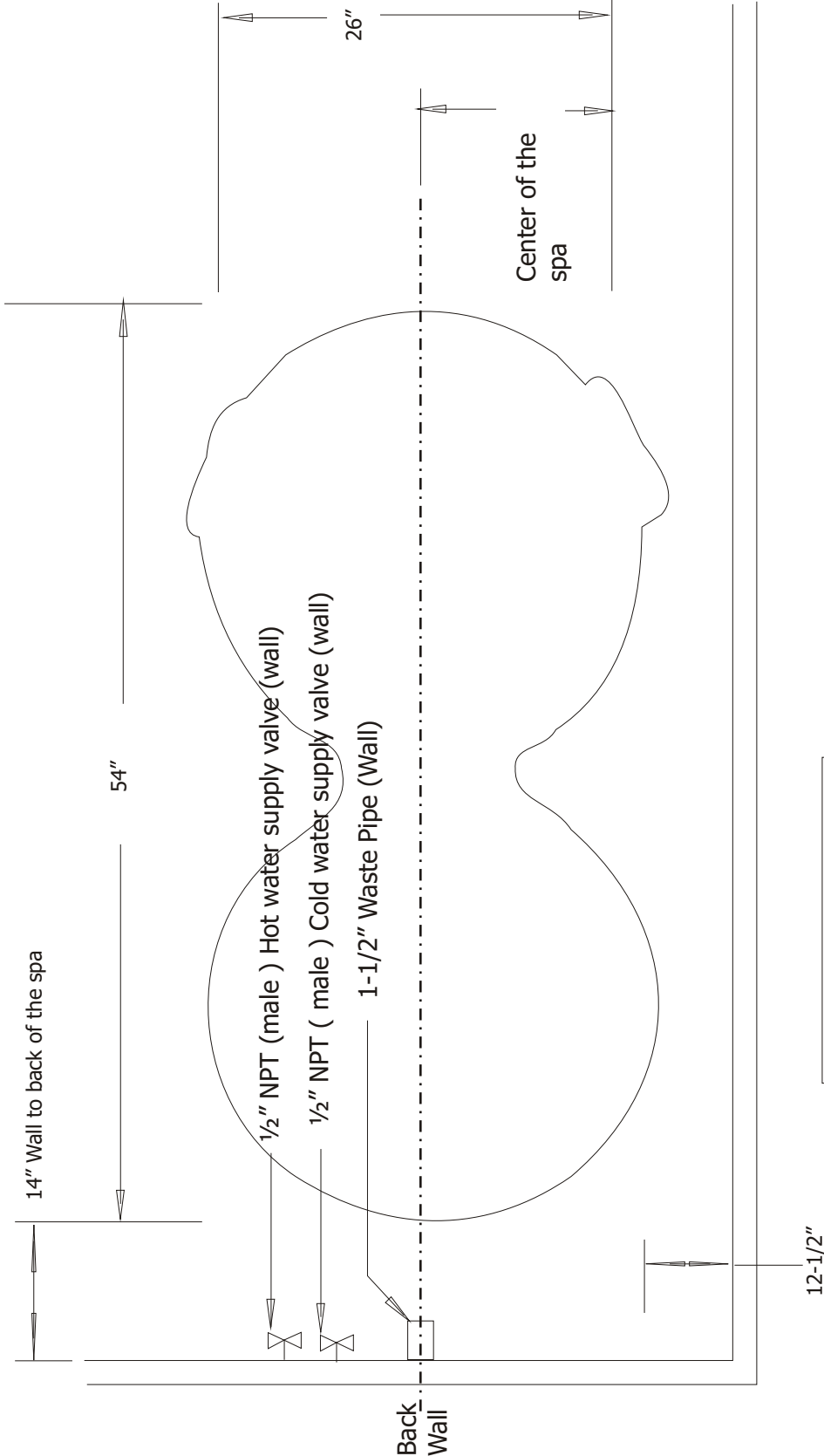
Note:
1-All Dimensions are in inches.
2-All Dimensions are reference
to installation purpose only

	Aug 2010
MFG	J&A USA INC.
Model	LENOX
Website	www.jausainc.com

Plumbing Rough - In (Back Wall Application)

Electrical Requirements:
One dedicated GFCI protected wall outlet (15 amp) MUST be used per unit

Each unit will be supplied with standard three ground electrical cord



Note:
For multiple units side by side lay out / see dimensions

Note:
1-All Dimensions are in inches.
2-All Dimensions are reference to installation purpose only

	Aug 2010
MFG	J&A USA INC.
Model	LENOX
Website	www.jausainc.com

Installation Specifications Summary

Warning: Failure to comply with federal, state or local codes and ordinances will result in warranty being null and void.

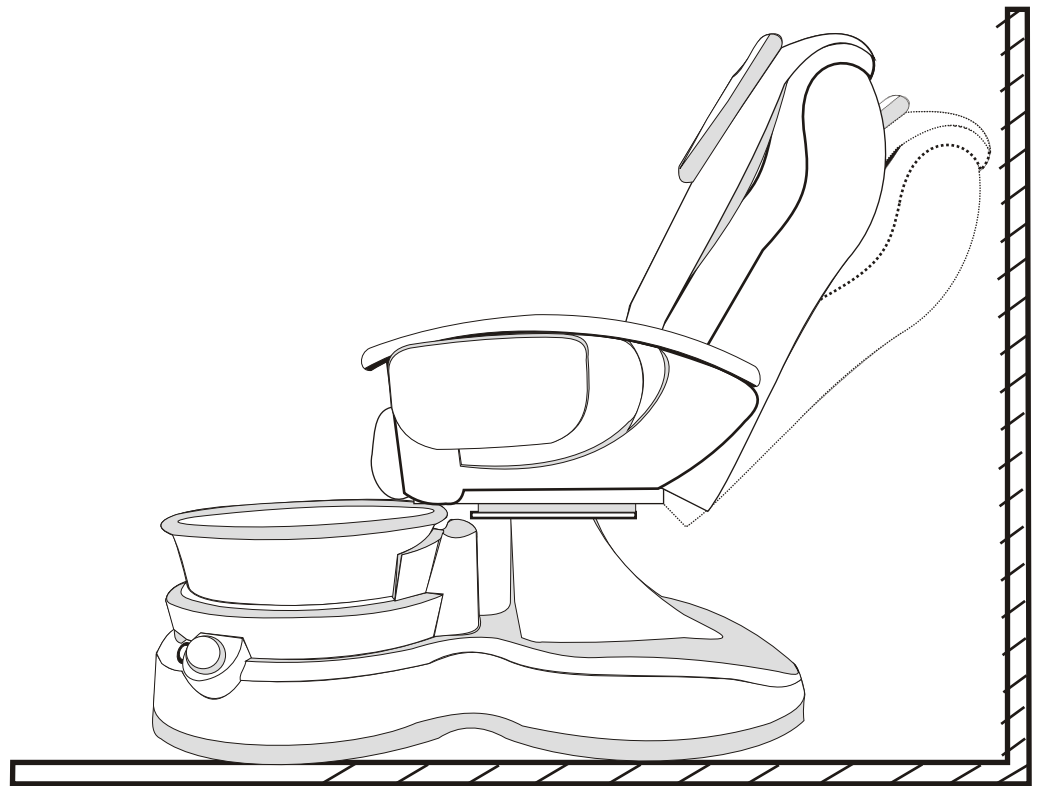
As stated, the pedicure spa installation must comply with all plumbing and electrical codes. A licensed plumber and licensed electrician must complete the applicable connections of the pedicure spa.

Location and support

Select a level location. The floor structure beneath the pedicure spa must be capable of supporting the occupied pedicure spa.

For the seat back to fully recline, the pedicure spa base must be mounted as follow from the wall as shown below:

*** When chair slide all the way back – would require 14 inches from the wall***



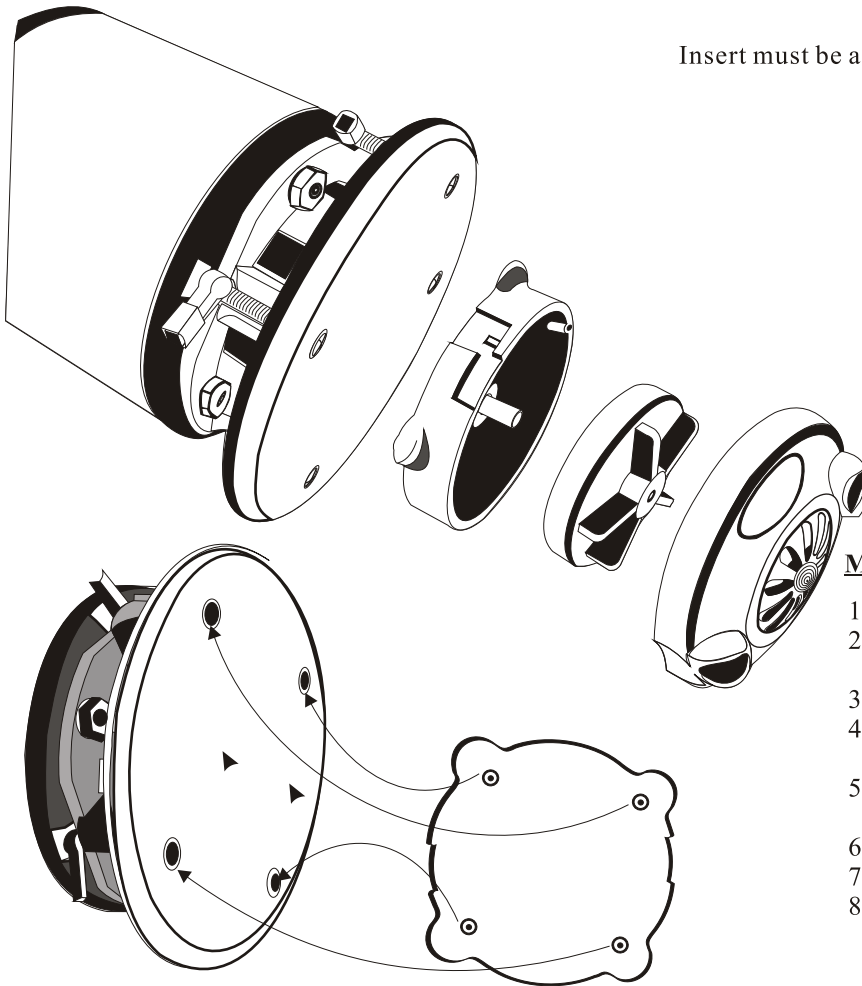
Due to continuous improvements on all our products, specification, characteristics, packing, color, designs are subject to change without notice.

MAGNA-JET (OPTIONAL)

Safety Instructions

When using electrical equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

1. Read and follow all instructions before using the equipment.
2. Keep the cord out of heavy traffic area. To avoid fire hazard NEVER put the cord under the rugs, near heat generating devices.
3. Always turn off the equipment before servicing.
4. Do not drop or insert any object into any openings.
5. Do not operate any equipment with a damage parts.
6. Any other use not recommended by the manufacturer may electrical shock or injury to persons.
7. Never use outdoors
8. Do not attempt to repair or adjust any electrical or mechanical functions on the unit.



Insert must be align with hole to pumps to run effectively

MAGNA-JET Features

1. Dual powerful massage jet-streams
2. Jet assembly can be attached from the pump for quick cleaning and sanitizing.
3. Built-in electronic sensor for pump control.
4. Automatic shutdown when the jet assembly is removed from the pump.
5. Automatic shut down if water level in the basin is low.
6. AC motor (long life)
7. Extremely low power consumption (27W).
8. Manufactured in USA.

Cleaning Instruction

1. Ensure the unit is off
2. Remove the front cover
3. Remove the impeller and impeller cover
4. Use anti-bacterial solution (EPA registered) to clean all plastic parts.
5. Reassemble the front cover

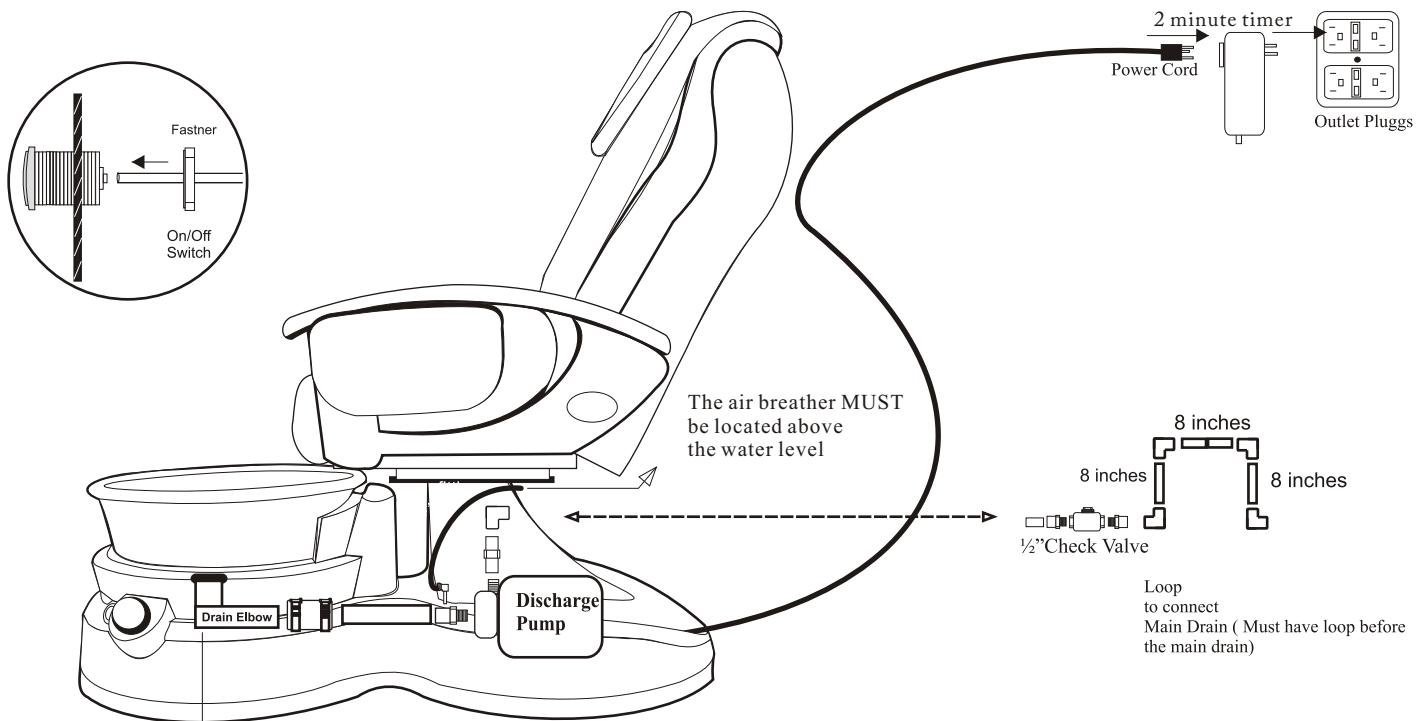
MAGNA-JET Specifications

Model: MAGNA-JET - 120VAC, 60Hz, 1.0Amp, 27W

Pump: Dual Jet Flow

Mounting: Single 3.5" hole
Auto tighten Mounting screws(4)

Discharge Pump LENOX



Installation Instruction

1. Make a hole (size 1-3/8") for the On/Off switch as shown (see fig 1). Pre-drill required.
2. Placed a 1/8" clear hose into the rear of the switch and on/off switch into the hole.
3. The discharge pump kit is made to fit onto the pedicure unit. (see fig 2)
4. Connect E-Z connector onto the drain elbow.
5. Plug discharge pump outlet into the two minute timer outlet
6. Plug two minute timer into the wall outlet.
7. It is very important that tip of the clear tub remain above the water Level with one loop as shown.

**** Please cut to fit 1" Flex hose to your size****

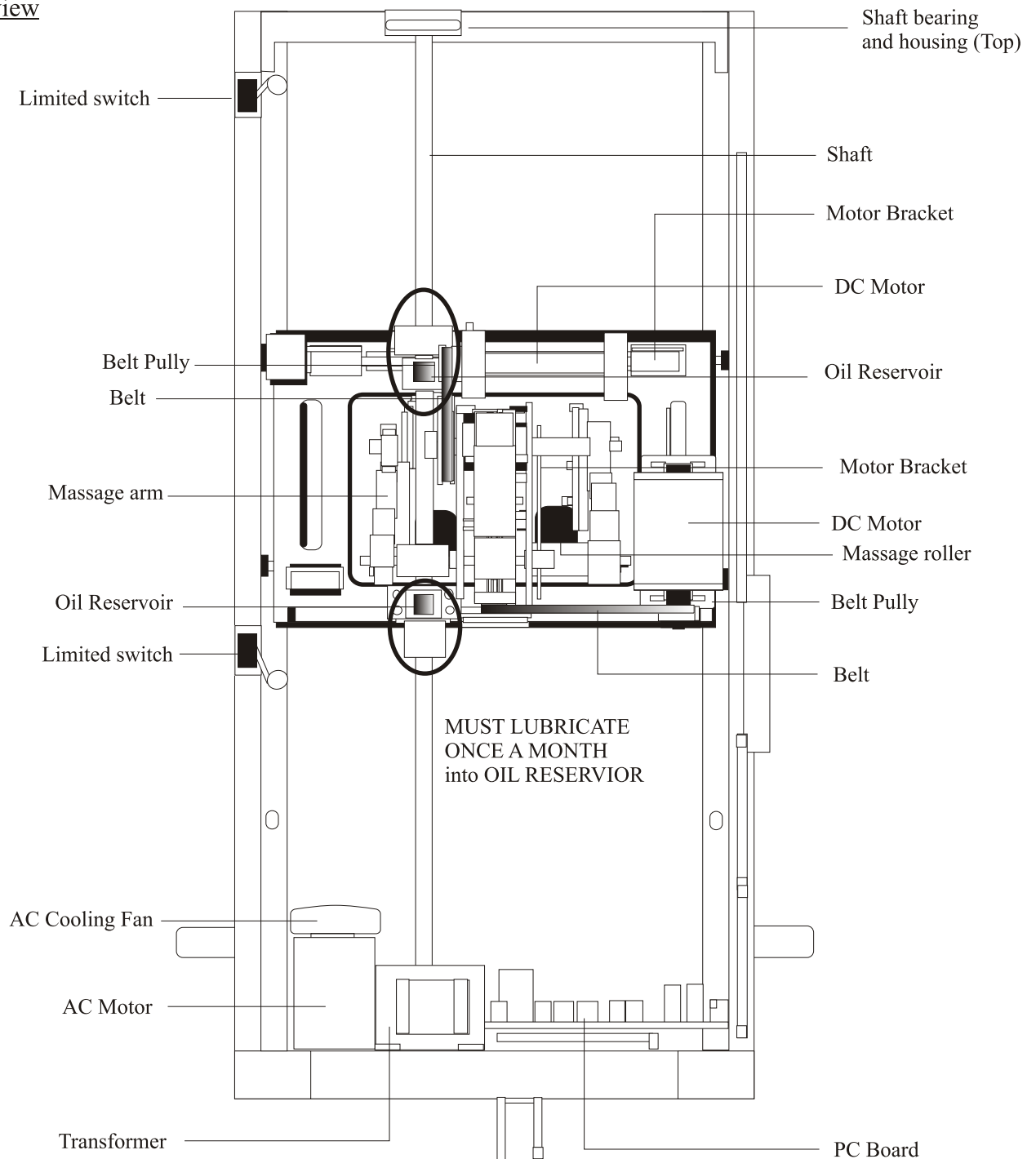
Operation Instruction

Please! DO NOT run dry

1. Turn to open drain plug.
2. Press On/Off switch to activate timer.
3. At any time, water drain completely from the basin. Press On/Off switch to stop or built in two minute timer

Maassage System Maintenance

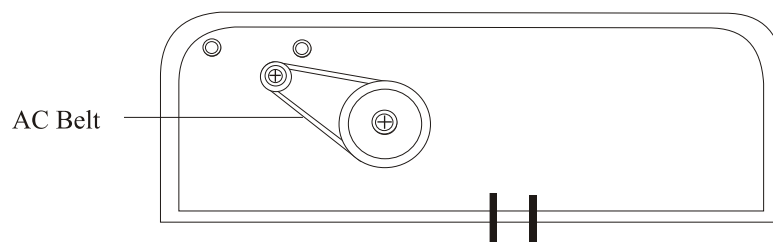
Backview



Caution

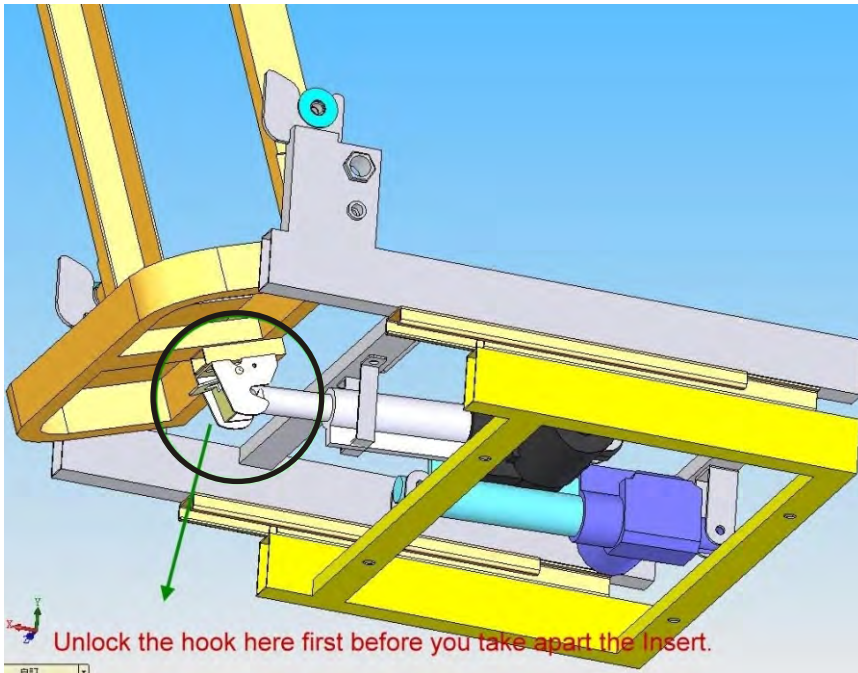
Do not apply lubricant on DC motor belt

Bottom View



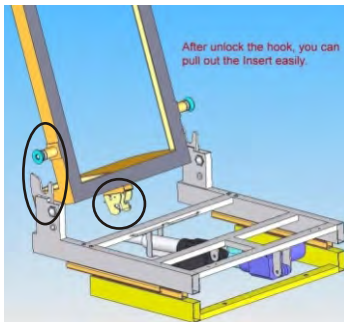
*** It is strongly recommended by manufacturer, That You MUST lubricate circled area at least once a month!**

How to remove backrest!!!

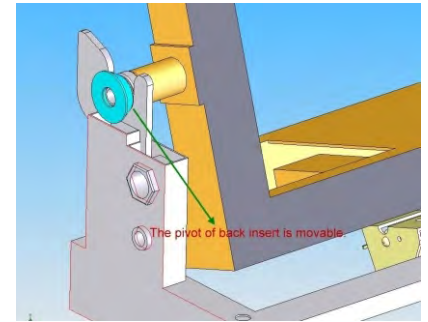
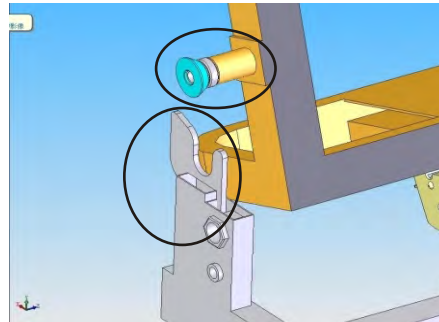


Unlock the hook here first before you take apart the insert.

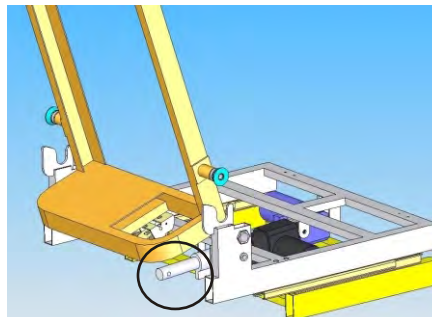
1. Pressing latch to separate from Piston.
2. Remove backrest by lift up
3. Follow below figures



Unlock the hook by pressing latch from recliner piston to pull out insert



The Pivot of back insert is removable



Recliner piston to latch

DISINFECTING YOUR PEDICURE SPA

Note: Please be advised that it is responsibility of purchaser/user to adhere strictly to the following procedure.
Any non-compliance will be considered negligence of the purchaser/user.

The Bureau of barbering and cosmetology requires that salons using whirlpool pedicure spas use the following disinfecting Procedures to ensure proper cleaning and maintenance of the equipment, and to prevent bacterial infection.

After each customer:

1. Drain all water and remove all debris from the pedicure spa.
2. Clean the surfaces and walls of the basin with soap or detergent and rinse with clean, clear water.
3. Disinfect with an EPA - registered disinfectant with bactericidal, fungicidal, and virucidal activity.
4. Wipe dry with clean towel.

At the end of the day:

1. Remove the intake suction screen, All debris trapped behind the screen of each pedicure spa must be removed. And the screen and the inlet shall be washed with soap or detergent and water
2. Before replacing the screen, Totally immersed the screen into an EPA- registered disinfectant with bactericidal, Fungicidal, and virucidal activity.
3. Finally, flush the whirlpool system with low-sudsing detergent and warm OR an EPA - registered cleanser for 10 minutes. Rinse with clean flash water and drain.

Every other week

1. After following the outlined required cleaning procedures for the end of each day, fill the basin with warm water And 1 teaspoon of 5.25% powdered bleach for each one gallon of water.
2. Circulate the solution through the whirlpool system for 5 to 10 minutes.
3. The solution rests for over night (at least 6-10 hours)
4. The following morning (before the first customer) drain and flush the system with water.

Troubleshooting Guide

If there is still a problem after trying the solutions given in the troubleshooting guide, stop using the product immediately so as to prevent accident or injury and unplug the product from the wall outlet. For technical service, please contact J&A technical support at 631-243-5300 with any issue that cannot be resolved using troubleshooting guide.

No water movement On/Off button - No click sound On/Off button - Click sound	1-Verify unit is plugged in to live wall outlet. 2- Press reset button on the wall outlet. 3- Verify air activated tube is plugged in to black control box. 4- Ensure that the magnetic jet assembly is properly and securely attached to the basin.
Water not Draining Not Draining properly Not Draining properly with PDP (Power Discharge Pump)	1- Be sure Drain plug is set high enough to allow water to pass through (Gravity Drain) 2- Check for plugged drain and clear if clog is found. 3- If pump is heard, Check for plugged drain and clear if clog is found. 4- If pump is heard , Check for air lock (see PDP in manual) follow instruction. 5- If pump is not heard, verify discharge pump is properly connected to two minute timer And to black control box. 6- If pump is not heard, verify two minute timer
Water Pressure is low and/ or not coming out. The water sprayer is not working or very little water comes out of the sprayer.	1- Verify if water utility valve is on. 2- Check for loose water connections under the basin and at the rear of the basin 3- Check if sprayer screen is clear. 4- Verify if water supply breaded hoses are snug and not twisted on the faucet.
Losing water The basin continually loses water either quickly or slowly	1- Check drain plug for tears in rubber gasket 2- Check drain plug height is correct and bolt below plug is tight. 3- Verify drain strainer is tight. 4- Verify if water level is correct.

Massage Chair

Noise during operation During tapping and kneading. Sound of roller squeaky rubbing against cover. Clatter during normal operation. Vibrating mechanism noise. Sound of recline or slide mechanism.	These noises are a normal part of the product's operation and do not effect its performance in any way.
Remote control do not work properly. Remote control working with out power light. Remote control with power light and not working properly	1- Verify connection if fully plugged in. 2- If chair is not return to normal, stop using the chair and unplug it from the wall outlet. Contact the vendor or J&A service for assistance.

<p>Massage stops in the middle of the program</p>	<p>Reset the main power switch located at the rear of the chair to OFF and back ON after about 5 second.</p> <p>1- if the chair return to normal, No further action is required.</p> <p>2- if the chair does not return to normal, stop using the chair and unplug it from the wall outlet. Contact the vendor or J&A service for assistance.</p>
<p>The roller stop during the massage</p>	<p>Sometimes when the speed is slow than a normal and there is too much pressure to the rollers, it may stop moving temporarily.</p> <p>This is not breakage. Just release pressure by lift body weight.</p>
<p>The roller moved up or down and then stop.</p>	<p>Auto timer will cause the rollers to move up to the top of the chair and sometimes roller pass secondary stopper and causes mis-alignment of the roller.</p> <p>1- contact vendor or J&A service for assistance.</p>
<p>The right and left rollers are out of alignment.</p>	<p>The rollers are designed to provide for alternating tapping function, So in the stopped position it seems they are out of sync. This is part of the design, and there is nothing wrong with product.</p>
<p>Reclining and sliding cannot be perform</p>	<p>Check to be sure there are no objects between the seat back, where moving mechanism .</p> <p>This unit has maxium weight capacity of 225 lbs.</p>

USER RECOMMENDATION

PLEASE READ THE MANUAL THOROUGHLY BEFORE USE TO ENSURE CORRECT OPERATION.

THOSE UNDER A DOCTORS CARE OR WHO ARE EXPERIENCING ONE OR MORE OF THE FOLLOWING DONDITIONS SHOULD CONSULT THEIR DOCTOR BEFORE USE.

- You are receiving medical treatment or are feeling ill.
- Your body shows any cute symptoms.
- You have heart disease.
- You are pregnant or having a menstrual period.
- Your doctor has ordered you to rest.
- You have a back disorder resulting from an accident or disease.
- You have a high fever.
- You have sensory disorders.
- You have medical electrical device (e.g. pacemaker).
- You have service interruption in the circulation of the legs.
- You are diabetic.

FAILURE TO DO SO MAY RESULT IN ACCIDENTS AND HEALTH PROBLEMS.





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Plumbing Accessories

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Plumbing Accessories

[See General Information for Plumbing Accessories](#)

J & A USA INC
200 RODEO DR
EDGEWOOD, NY 11717 USA

E242637

Whirlpool pedicure spas, Models PS300, PS650LX, Episode, Episode-S Type, Toepia, Cleo, Petra.

[Last Updated](#) on 2006-05-22

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An independent organization working for a safer world with integrity, precision and knowledge.





Back Flow Prevention Device (Dual Check Valve)

May 1, 2007

In accordance with applicable Local or State regulations,
J&A USA Inc., The manufacturer of the pedicure whirlpool spa certifies that the following models are
equipped with factory installed Dual Check Valve back flow preventer:

- ** Cleo Series
- ** Episode Series
- ** Pacific Series
- ** Petra Series
- ** Toepia Series

The specification of the installed device is as follows:

DEVICE NAME	DUAL CHECK VALVE BACKFLOW PREVENTOR
DEVICE MANUFACTURER	WATTS REGULATOR COMPANY NORTH ANDOVER, MA
DEVICE MODEL	WATTS 3/8 7, 7C AND 3/4 H7,H7C
DEVICE SPECIFICATION	TESTED AND CERTIFIED TO MEET ANSI/ASSE STANDARD 1024 & 1032 CSA CERTIFIED TO STANDARD NO.B64.6
DEVICE PRESSURE	MAXIMUM PRESSURE: 150 PSI (10 BAR) MINIMUM PRESSURE : 10 PSI (69KPA) MAXIMUM RECOMMENDED FLOW: 10GPM
DEVICE TEMPERATURE	WORKING TEMPERATURE: 33F~144F CONSISTENT; INTERMITTENT TO 180F

ALL MODELS OF PEDICURE SPA MENTIONED ABOVE ARE EQUIPPED WITH
THE SUBJECT DEVICE AS STANDARD FEATURE FOR ALL STATES.

** Effective April 01 2005:

ARIZONA, CALIFORNIA, NEBRASKA, NEVADA, OREGON,
TEXAS AND WASHINGTON

** Effective June 15 2005:

ILLINOIS, MINNESOTA, WISCONSIN, MICHIGAN

** Effective May 01 2007:

CONNECTICUT

For additional information, Please contact us at 631-243-3336 ext. 108

Very Truly yours,

Technical Support

J&A USA Inc.
200 Rodeo Drive
Edgewood NY 11717
Tel: 631.243.3336
Fax: 631.243.3339

www.jausainc.com

Glass bowl Care and Cleaning

CARE AND CLEANING

Clean the surface of your ***JSG Oceana*** glass product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.

LIMITED ONE - YEAR WARRANTY

JSG Oceana Glass products are warranted free of manufacturing defects. ***JSG Oceana*** LLC will, at its election, repair, replace, or make appropriate adjustment where ***JSG Oceana*** LLC inspection discloses any such defects occurring in normal usage within one year after installation. ***JSG Oceana*** is not responsible for installation or removal costs. Proof of purchase requires the original sales receipt from the original consumer purchaser and must accompany all warranty claims.

Implied warranties, including that of merchantability or fitness for a particular purpose, are expressly limited in duration to the duration of this warranty. *JSG Oceana* LLC disclaims any liability for special, incidental or consequential damages.

Some States do not allow limitation on how long an implied warranty lasts or the exclusion or limitation or special, incidentals, or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific rights. You may also have other rights which vary state to state.

This limited warranty provides specific legal rights as they apply within U.S.A, and other rights may be available, but may vary from country to country.

Crystalline material and air bubbles are a unique characteristic of art glass. They are an inherent part of the glass making process and are not detrimental to the mechanical strength or function of the glass basins. Each piece of *JSG Oceana* is individually inspected for durability and superior performance.

J&A USA INC. LIMITED WARRANTY

J&A USA Product: Episode, Petra, Toepia, Cleo, Pacific

J&A USA Accessories: Euro Stool, Epi-Stool, Tri-Stool - 6 month from date of Purchase

Duration of the limited warranty: One year from date of purchase

Coverage on limited warranty: Part/s & Labor

Extent Of Limited Warranty

J&A USA warrants that the J&A product and/or accessories specified above will be free of defects in materials and workmanship for the duration specified above. Which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of the purchase and manual booklet in order to initiate the warranty. Each customer MUST send J&A Warranty Card in the booklet. Read carefully and return to J&A within 15 days from the date of purchase.

If J&A received notice of a defective product during the applicable warranty period, J&A USA shall either repair or replace the defective part/s at J&A USA option. Replacement product may be either new or equivalent in performance to new. If J&S USA is unable to repair or replace, as applicable a defective product covered by J&A warranty, J&A shall within a reasonable time after being notified of the defect, replacement of equivalent purchase price for J&A product, accessories, or supplies. J&A shall have no obligation to repair, replace, or refund until the verification process by J&A is completed.

J&A's limited warranty is valid in US where the covered J&A product is distributed by J&A. An additional services, may be available from any authorized J&A service facility where the product is distributed by J&A or by an authorized importer.

J&A 's limited warranty cover only those defects which arise as a result of normal use of the product, and Do NOT apply to any:

- * Improper or inadequate maintenance or modification
- * Unauthorized modification or Misuse
- * Improper site preparation or maintenance

Any applicable warranty shall not apply to J&A that has been improper installation or plumbing remanufactured, refurbished, misused and tamper within any way.

Limitation of Warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER J&A NOR ITS THIRD PARTY SUPPLIER MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND. WHETHER EXPRESS OR IMPLIED. WITH RESPECT TO THE J&A PRODUCT . AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

Some state/s or providence/s do not allow limitations on the duration of an implied warranty. So the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights that varies from state to state, or providence to providence.

Limitation of Liability

To the extent allowed by local law, the remedy provided in this warranty statement are the customer's sole and exclusive remedies. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT WILL J&A OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL INCIDENTAL, OR CONSEQUENTIAL (INCLUDE LOST PROFIT) DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Obtaining Technical Support

Please, look for help in the following order:

- 1) see trouble shooting guide
- 2) e-mail us in detailed description of your problem
- 3) or Fax us in detailed description of your problem
- 4) Contact your local distributor and request an A/S report to be filled on your behalf
- 5) Contact J&A tech support by phone

Please have the following information ready

- 1) Salon or company name, address, telephone number
- 2) Contact Name
- 3) Model name, serial number
- 4) Brief description of the problem

J&A USA Inc.

200 Rodeo Dr. Edgewood NY 11717 T: 631-243-3336 F:631-243-3339